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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MAINTAINING REAL-TIME AGENT INFORMATION FOR MULTI-CHANNEL COMMUNICATION QUEUING
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Unassigned Group Art Unit: 2681
Docket No.: M-11405 US Client Ref. No.: SIEB060/US

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March 4, 2002

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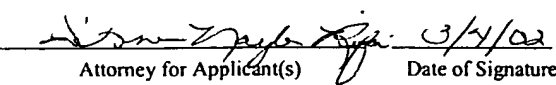
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Sir:

Please direct all correspondence in the above-identified application and with respect to any patent that issues on this application to the undersigned at this address:

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Respectfully submitted,



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